

Terms and Conditions

Effective from 26 May 2026

Our Terms & Conditions (T&Cs) are an important document outlining the rights and responsibilities of both you and Resolution Institute. We regularly review and update these T&Cs to ensure they reflect any changes to our services and provide clarity and transparency.

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Event-based Terms and Conditions

You agree that by your access to, and the purchasing of the Resolution Institute services, you agree to these Terms and Conditions.

The Resolution Institute reserves the right to amend these Terms at any time without notice at its entire discretion.

1. Code of Conduct

1. Resolution Institute is committed to providing a safe, inclusive, and respectful environment for all events and training participants. Harassment in any form will not be tolerated. Participants are expected to treat others with respect, embrace diverse perspectives, and foster an inclusive atmosphere. If any issues arise, they should be reported to the organisers, who will handle them with confidentiality and appropriate action.
2. Resolution Institute reserves the right to decline or cancel attendance at its discretion. All attendees are required to follow event policies and maintain respectful behaviour in all settings, including online platforms. By attending, you agree to contribute to a positive and harassment-free environment.

2. Privacy

1. Resolution Institute values the strong relationships we have with our members, customers and people using our website. We manage the collection of data with full and proper respect for your privacy. For more information about your personal information, please refer to our Privacy Policy [here](#).

3. Mailing List Consent

1. By registering for our training courses and events, becoming a member of our association or transacting with us, you consent to receive communications from us, including but not limited to newsletters, updates, event invitations, and promotional materials related to our services and offerings. These communications may be sent via email, SMS, or other electronic means. You also acknowledge that your contact information provided during registration may be used for these purposes.
2. If you wish to opt out of receiving such communications or update your communication preferences, you may do so at any time by using the 'unsubscribe or manage preferences' link provided in our communications or email us at infoaus@resolution.institute Please note that even if you opt out of receiving marketing communications, you may still receive transactional, administrative or governance messages related to your membership or participation in our training courses and events.

4. Pricing and General Information

1. The information provided is correct at the time of publication. Resolution Institute reserves the right to change its membership fees, course and event fees, dates, content, or facilitators as necessary.

5. Payments

1. For individual customers, payment is due at the time of purchase via the website.
2. If applicable, your place in the training, event or CPD will be automatically allocated upon payment.
3. Organisations that elect to receive an invoice for an order must pay the invoice at least 15 days before the start date of the training, event or CPD, or immediately if the order is placed within 15 days of the start date. Places in the training, event or CPD are not secured until we have received payment of your invoice.
4. Upon receipt of your order, you will receive a confirmation email along with a tax invoice or receipt for your payment.
5. All discount codes must be entered at the website shopping cart at the time of purchase. Discounts cannot be retrospectively applied to completed transactions.

6. Membership

1. The annual Resolution Institute Membership fee is non-refundable.
2. Resolution Institute membership is only valid for 12 months, from 1 July to 30 June.
3. Membership fees will be pro rata from the date of purchase until the end of the membership year.
4. Non-renewal of membership will invalidate any accreditations held under Resolution Institute.

7. Resolution Institute Member Rates

1. The Resolution Institute Member registration rate is available only to current, eligible Resolution Institute Members and only when a member rate is specified for an event.
2. If you are unsure about whether you are a Resolution Institute Member, please contact infoaus@resolution.institute or infonz@resolution.institute before proceeding with your registration.
3. If any booking is made using the Resolution Institute Member registration rate for a person who is not a Member, we may invoice you the difference. You must pay any such additional amounts within 14 days after receiving the invoice or prior to the start of the Event if earlier.
4. If you register as a Member but your Membership lapses or you are not a Member at the time the Event takes place, we reserve the right to charge you the difference between the Member rate and Non-Member rate.

8. Credit Card Processing

1. Resolution Institute takes the need to protect your credit card details seriously when you make payment by credit card. We do not store your credit card details.

9. Cancellation by the Organiser

1. Resolution Institute reserves the right to cancel, postpone or reschedule training, CPD events and assessments due to unforeseen circumstances.
2. Where a refund is due, it will be refunded to the credit card used for the payment or into the relevant bank account (advised in writing) within 30 days of receipt of your details.

10. Cancel, Substitute or Transfer Request

1. We understand that plans can change, and circumstances arise that mean you have to cancel your participation in a course or assessment. Requests will be dealt with in accordance with the terms detailed in section 13, 14 and 15. If you can no longer attend training, CPD events or an assessment, please contact us at learning@resolution.institute or infonz@resolution.institute as soon as possible.
2. Notification of cancellations and requests for substitutions or transfers must be made in writing to learning@resolution.institute for Australian events and infonz@resolution.institute for Aotearoa New Zealand events.
3. Please call us on (02) 9251 3366 for Australian events or 04 470 0110 for Aotearoa New Zealand events to discuss options and any special circumstances.

11. Credit Notes

1. Credit notes are valid for a period of 12 months from the date of issue.
2. In the event of rescheduling a training course, a credit note may be applied to one (1) subsequent course registration only. If the participant cancels, withdraws from, or seeks to reschedule the replacement course, the credit note will be deemed forfeited, and no further credit or refund will be available.

12. Dietary Requirements

1. Every effort will be made to accommodate the dietary requirements of the attendees that are included in the delegates registration.
2. If we are unable to accommodate a dietary requirement you will be notified prior to the event.
3. Any dietary information or requests provided within 14 days of an event cannot be guaranteed.

13. Training

1. Transfer registration to another person

14. You may request to transfer your registration to a different person. You must contact Resolution Institute and advise the name of the person you would like your registration transferred to:

- 7 days' notice or more prior to the commencement of the activity, no fee is payable
- Less than 7 days prior to the commencement of the activity, an administration fee equivalent to 20% of the training registration fee is payable.
- Every effort will be made to accommodate the dietary requirements (see [Dietary Requirements](#)) of the substitute person, however, any dietary information provided within 14 days of the course cannot be guaranteed.

2. Transfer registration to another course

- You may request to transfer your registration to a different course date, course, or course format. You must contact Resolution Institute and advise the name and date of the course you would like your registration transferred to. If the course is full, we will attempt to find you a place in another course.
- If you request to transfer to another course with a higher registration fee than your original course, you will be required to pay the difference in fees.
- Only, one transfer is permitted per enrolment. This option will expire 12 months from the date of your original course.
- 15 days or more prior to the commencement of the activity, no fee is payable
- Within 8 to 14 days prior to the commencement of the activity, a transfer fee equivalent to 50% of the total course fee paid
- 7 days or less prior to the commencement of the activity, not permitted

3. Cancellation of registration

- 15 days or more prior to the commencement of the activity, no cancellation fee is charged, and a full refund of the total fee applies
- 14 days or less prior to the commencement of the activity, a cancellation fee equivalent to 100% of the total course fee paid
- If a medical or other certificate of compassionate or extenuating circumstances supporting non-attendance is provided, participants may be eligible for a credit note up to 50% of the total fee paid, and a 50% cancellation fee applies. Resolution Institute will consider each such request on a case-by-case basis at its reasonable discretion.

14. In-House Training

- a. In-house tailored courses may require advanced design and preparation specific to the client's requirements. A non-refundable customisation fee will therefore apply and is due prior to any customisation work commencing.
- b. In the event that the in-house training is cancelled for any reason, this customisation fee will not be refunded.
- c. All other standard training terms and conditions apply to course delivery, except where trainer travel & accommodation costs have been included as part of the course delivery fee. Any non-refundable travel costs incurred by Resolution Institute will be deducted from any refund amount.

15. Continuing Professional Development (CPD) Events

- a. **Substitute registration to another person**
 - i. Not available for CPD events
- b. **Transfer registration to another date**
 - i. Not available for CPD events
- c. **Cancellation of registration**
 - i. Fees for CPD events, including on-demand, are non-refundable.

16. Western Australian Practitioners only

- a. Resolution Institute is a QA provider of CPD in Western Australia. CPD points are available to WA practitioners for select live programs and events only.
- b. WA practitioners are advised to check whether CPD points are available for a live program prior to enrolment/purchase and to follow any directions given at, before or after the event, to ensure that participation is recorded and reported in accordance with the requirements of the Legal Practice Board of Western Australia.
- c. By enrolling in a program that is available to WA practitioners for the purposes of claiming CPD points, you consent to us providing information (including but not limited to personal information such as your name, Practitioner ID, contact details and program attendance/completion data) to the Legal Practice Board of Western Australia. You are responsible for providing the Resolution Institute with your details.
- d. Resolution Institute is not liable for a failure on your part to meet your CPD obligations due to your inability to access on-demand courses or any online applications used to deliver programs, your failure to pay attention to the relevant time zone of courses delivered online, or any other reason.

17. Accreditation Assessment

- a. **Substitute registration to another person**
 - i. No substitution of assessment candidates is available for Assessments
- b. **Transfer registration to another date**
 - i. 21 days or more: no additional assessment fee
 - ii. 14-20 days: 50% of the total assessment fee is payable for the new assessment date
 - iii. 13 days or less: 100% of the total assessment fee is payable for the new assessment date
- c. **Cancellation of registration**
 - i. 21 days or more: a full refund of the total assessment fee applies
 - ii. 20 days or less: no refund applies

18. Accreditation Issuing and Renewal

1. Resolution Institute Professional or Fellow membership must be current to hold an accreditation issued by Resolution Institute.
2. If a Professional or Fellow membership is not renewed, any accreditations, excluding those issued under the AMDRAS Standard, held at that time will automatically be suspended until the membership status is renewed, unless a period of three (3) years has elapsed.
3. If an accreditation, excluding those issued under the AMDRAS Standard, has lapsed longer than 3 years, Resolution Institute reserves the right to:
 - a. Charge an administration fee for the processing of the re-accreditation; and
 - b. Request the applicant re-sit an accreditation assessment; and/or
 - c. Request the applicant to provide evidence of practice work undertaken since the expiry date of the accreditation for review by Resolution Institute.
4. Renewal of accreditations, excluding those issued under the AMDRAS Standard, held under Resolution Institute will be done in accordance with the CPD requirements stated for the accreditations held.
5. For the issuing and renewal of an accreditation under the AMDRAS Standard, please refer to the [AMDRAS Standards](#).

19. Additional Event Terms and Conditions

- a. Additional terms and conditions may apply for specific courses or events and will be clearly noted within the course or event description material.

20. Intellectual Property

- a. All material, including but not limited to course content, videos, slides and handouts, distributed during a training course or event remains the intellectual property of Resolution Institute and shall not be distributed or reproduced in any format without prior written consent from the organisation.

21. Recording of Training and Events, including AI-Based Notetaking and Transcription

- a. Resolution Institute reserves the right to record, via video and/or audio, learning sessions for quality assurance purposes and to support students.
- b. Attendees are prohibited from recording during any Resolution Institute-hosted program.
- c. Participants must not use any third-party artificial intelligence (AI) tools or automated services (including but not limited to AI notetakers, transcription bots, or meeting assistants) to record, transcribe, summarise, or capture any part of a Resolution Institute training, webinar, or event without the prior written consent of Resolution Institute.
- d. This restriction applies to all live and online formats, including webinars, virtual classrooms, and hybrid events.
- e. The use of such tools without consent may compromise the privacy, confidentiality, and intellectual property rights of Resolution Institute, its presenters, and participants.
- f. Resolution Institute reserves the right to remove any participant, and/or disable, block, or remove any unauthorised AI notetaking tool or automated attendee (including bots) from a session. Resolution Institute may also prohibit such tools or associated accounts from accessing or re-entering current or future events and may cancel or restrict the participant's access without refund.
- g. Where appropriate, Resolution Institute may provide official recordings, materials, or summaries to registered participants.

22. Photography

- a. Resolution Institute may photograph courses and events. These images may be used in, but not limited to, Resolution Institute promotional material, social media and the website. At the event or course, if you do not wish to have your image used, please inform the Trainer. Your continued participation implies your acceptance of this disclaimer.

23. Webinars

- a. All webinars will be recorded unless otherwise notified.
- b. To ensure we continue to support our presenters who dedicate a significant amount of time and effort to deliver high-quality live webinars, free on-demand access to recordings will only be available 21 days after the webinar has concluded.
- c. After this time, the recording will be available free through the on-demand platform for those who registered. It will also be available to purchase as an on-demand resource for all others.
- d. All webinars are for individual use and must not be shared. Accordingly, individuals must not share webinar access details with other persons.

24. Accessing Online Courses and Events

- a. You are responsible for having the necessary equipment, internet connection and applications to access programs with an online delivery component. We are not responsible for your inability to engage with a program due to the failure of your equipment, inability to access certain applications or problems with your internet access/connectivity.

25. CPD Events

- a. You must use your registered Resolution Institute membership name and email address to ensure CPD points are allocated correctly.
- b. All CPD events are for individual use and must not be shared. Accordingly, individuals must not share their access details with other persons.
- c. If you are not registered for the event, attendance and CPD will not be marked.
- d. Unauthorised attendees will be removed from the event or required to make payment in full immediately.

26. Allocation of CPD hours

- a. Purchasing an on-demand course does not automatically add CPD hours to your record. To have CPD hours recognised, you must watch the full webinar associated with the course.
- b. Once completed, the CPD entry will appear in your CPD logbook.
- c. When adding to your CPD logbook, it is noted that there is a 24 hour refresh period for the new information to be displayed.

27. Time Zones

- a. Resolution Institute has a presence across Australia, New Zealand and Asia. You are responsible for checking the relevant attendance times and the time zone of programs at or before enrolment. Refunds will not be issued in relation to a failure to take note of attendance times when accessing live events hosted from a different time zone.

28. Professional Development Subscription

- a. The Professional Development Subscription applies to the financial year, from 1 July to 30 June.
- b. Subscribers must be Resolution Institute members at the time of subscribing and throughout the subscription.
- c. Subscription fee must be paid before subscribers will be eligible to receive the discounted rate for eligible events.
- d. Subscription does not guarantee a place at any eligible event. In order to secure your place at an event, subscribers must register for each event.
- e. Subscribers must be logged in as a member on our website (using the account that purchased the subscription) to access the discounted event fee.
- f. Subscription is non-refundable.
- g. Subscriptions are personal and non-transferable. Members must not share the subscription or register anyone else at the discounted rate. Members found to be breaching this term may have their subscription cancelled.
- h. Subscription fees are for the total subscription period, July to June. No pro-rata rate applies to subscribers who purchase the subscription partway through the subscription period.
- i. Subscription allows the subscriber to a 100% discount (free attendance) at the following eligible events: upcoming live webinars, on-demand webinars, online CPD events, Australian State/Location Committee events, Aotearoa New Zealand networking and practice events.
- j. Exclusions: The following events are excluded from the subscription discount (member discounts still apply):
 - i. Resolution Institute training courses,
 - ii. online group professional supervision,
 - iii. Australian professional development group masterclasses and other one-day events,
 - iv. mediation training courses,
 - v. mediation refresher training courses,
 - vi. New Zealand family dispute training courses,
 - vii. conflict management coaching courses,
 - viii. conflict management coaching refresher courses
 - ix. restorative practice courses
 - x. all assessments,
 - xi. any other events not listed as events eligible for the subscription.

- k. Resolution Institute reserves the right to amend the eligible event and excluded events lists from time to time, without notice.

29. Advertising with Resolution Institute

1. Resolution Institute reserves the right not to promote events, conferences, summits or courses or services similar to our own offerings.
2. Advertising content is subject to the sole approval of Resolution Institute. In some instances, we may not be able to carry a particular advertisement.
 1. Advertisements must comply with the Advertising Standards Code of Australia or New Zealand (subject to the country the advertiser is based in).
 2. Amounts are subject to Goods and Services Tax (GST) of the respective country where the advertise is based.
 3. Advertising must be paid in full at least 7 days prior to the agreed-upon publishing date. Non-payment will result in the removal of the scheduled advertisement.
 4. Images do not automatically download. Recipients would have to choose to download all images, including the banner/footer ads.

Website Terms and Conditions

Disclaimer

- You agree that your access to, and use of, the Resolution Institute website is subject to these terms, and all use is at your own risk.
- Resolution Institute makes no representations or warranties of any kind, express or implied as to the operation of this site or the information, content, materials, or products included on this site, except as otherwise provided under applicable laws.
- Any use or attempted use of the Websites for any unlawful, unauthorised, fraudulent or malicious purpose, including any attempt to access systems, data or information not intended by Resolution Institute to be made accessible to a user, is prohibited.
- You may not use the Websites in any manner that could damage, disable, overburden, or impair the Websites or interfere with any other party's access or use of the Websites. You agree not to transmit or introduce any virus, worm, spyware, or other harmful computer code, file or program.
- Neither Resolution Institute, nor its affiliates, directors, officers, employees, agents, contractors, successors, or assigns will be liable for any damages whatsoever arising out of, or in any way related to, the use of information on this site and any linked third-party sites. This limitation applies to direct, indirect, consequential, special, punitive, or other damages you or others may suffer, as well as damages for loss of profits, business interruption or the loss of data or information.
- The Resolution Institute reserves the right to amend these Terms at any time without notice at its entire discretion.

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Intellectual Property

- All material, including but not limited to course content, videos, slides and handouts, distributed during a training course or event remains the intellectual property of Resolution Institute and shall not be distributed or reproduced in any format without prior written consent from the organisation.

Trademarks

- This site includes registered trademarks, and other trademarks that are otherwise protected by law. Except as expressly authorised, the use or misuse of any of these trademarks is strictly prohibited.
- Included Trademarks and Registered Trademarks are Trademarks of their respective owners.

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- Resolution Institute cannot guarantee that any file or program available for download and/or execution from or via this site is free from viruses or other conditions, which could damage or interfere with data, hardware, or software with which it might be used. You assume all risk of use of all programs and files on this site, and you release Resolution Institute entirely of all responsibility for any consequences of its use.

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Applicable Law

- This site is controlled by Resolution Institute. This site may be accessed throughout Australia and overseas. Resolution Institute makes no representations that the content of this site complies with the laws (including intellectual property laws) of any country outside Australia. If you access this site from outside Australia, you are responsible for complying with the laws in the place where you access the site.

Privacy

- Resolution Institute values the strong relationships we have with our members, customers and people using our website. We manage the collection of data with full and proper respect for your privacy. For more information about your personal information, please refer to our Privacy Policy [here](#).
- This site uses a feature of your web browser known as 'cookies' to store information and identify you to the system. No personal details are contained in the cookies.

Password Accounts, Passwords, and Security

- If you have been given the option to open an account on the Website that provides you with access to password protected areas of the Website and you elect to do so, you must complete the registration process by providing us with current, complete and accurate information as prompted by the applicable registration form, and choose a password and user name.
- You are entirely responsible for maintaining the confidentiality of your password and account and for any and all activities that occur under your account. You agree to notify Resolution Institute, respectively, immediately of any unauthorised use of your account or any other breach of security of which you become aware.
- Resolution Institute is not liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge.

Termination/Access Restriction

- Resolution Institute, respectively, reserve the right, in their sole discretion, to edit, refuse to post, or remove any information or materials, in whole or in part, or to terminate your access to the Websites and the related services or any portion thereof at any time, without notice.